

# Optimization of KALIMASADA Program Through "KLAMPID NEW GENERATION" Application in Surabaya City

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# Optimization of KALIMASADA Program Through "KLAMPID NEW GENERATION" Application in Surabaya City

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## Abstract

Population administration services are the focus of attention of the Surabaya City Population and Civil Registration Office, requiring innovation by changing work patterns from traditional government which is identical to paper-based administration to electronic government or e-government. The innovation carried out is a service using the Klampid New Generation application. This study aims to determine how optimal the Kalimasada program is through Klampid New Generation in Surabaya City. This research uses descriptive qualitative methods using data sources in the form of secondary data obtained from previous studies such as literature, scientific journals, online news, relevant government websites and related to the topic of research discussion, and extracting information through an in-depth interview process with several key informants. Researchers found that there are still many people who do not understand how to use the Klampid New Generation Application so there needs to be more massive socialization from the government. However, in terms of implementation, the Kalimasada program is very effective in growing public awareness of the orderly population administration in the city of Surabaya.

**Keywords:** kalimasada, e-government, innovation, population

## Abstrak

Pelayanan administrasi kependudukan menjadi focus perhatian Dinas Kependudukan dan Pencatatan Sipil Kota Surabaya sehingga mengharuskan melakukan inovasi dengan merubah pola kerja dari pemerintahan tradisional (traditional government) yang identik dengan paper-based administration menuju electronic government atau e-government. Inovasi yang dilakukan adalah pelayanan dengan menggunakan aplikasi Klampid New Generation. Penelitian ini bertujuan untuk mengetahui seberapa optimal program Kalimasada melalui Klampid New Generation di Kota Surabaya. Penelitian ini menggunakan metode kualitatif deskriptif dengan menggunakan sumber data yang berupa data sekunder yang diperoleh dari studi terdahulu seperti literatur, jurnal ilmiah, berita online website pemerintah yang relevan dan berkaitan dengan topik pembahasan penelitian serta penggalan informasi melalui proses wawancara mendalam dengan beberapa informan kunci. Peneliti menemukan bahwa masih banyak masyarakat belum memahami bagaimana penggunaan Aplikasi Klampid New Generation sehingga perlu adanya sosialisasi yang lebih massif dari pemerintah. Namun dari segi implementasi program Kalimasada ini sangat efektif menumbuhkan kesadaran masyarakat terhadap tertib administrasi kependudukan di kota Surabaya.

**Kata kunci:** kalimasada; e-government; inovasi; kependudukan

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## INTRODUCTION

<sup>3</sup> The rapid development of information technology has now led to a new revolution, namely the transition from a conventional work system to the digital era. In government agencies, this change is marked by the abandonment of traditional government which is identical to paper-based administration to electronic government or e-government (Tarifu, 2020).

The flow of Population Administration Services throughout Indonesia still has many unresolved problems both on a small and large scale (Al Hasri & Sudarmilah, 2021). Efforts have been made by each region, but implementation in the field still often occurs miscommunication between the government and the community (Khaerunnisa & Nofiyati, 2020). Therefore, it is necessary for innovations to be launched to improve or add services to the community with the aim that the community is willing and willing to obey the population administration (Anraeni et al., 2020).

Other crucial problems facing countries in the world today include rapid population growth in urban areas, not only because of the relatively high birth rate in urban areas, but also due to the continuously increasing rate of

urbanization (Haryati, 2022; Sari et al., 2021). On a global scale, there is a tendency for people in various parts of the world to prefer to live in urban areas. Based on data showing that <sup>13</sup> 54 percent of the world's population lived in cities in 2014, whereas in 1950 only 30 percent of the world's population lived in cities

It is estimated that by 2050 there will be around <sup>22</sup> 66 percent of the world's population living in urban areas (Indahri, 2017), so the population living in urban areas is greater than the number of people living in rural areas, although spatially the total area of urban areas is much smaller than the total area of rural areas (Sari et al., 2021).

In East Java Province, <sup>20</sup> the percentage of the population living in urban areas increased from 47.6 in 2010, to 51.1 percent and 54.7 percent in 2015. Meanwhile, the population of East Java Province in September 2020 according to <sup>18</sup> the results of the 2020 Population Census was 40.67 million people. The <sup>18</sup> population growth rate for the 2010-2020 period was 0.79 percent per year, an increase compared to the 2000-2010 period of 0.76 percent (BPS Jawa Timur, 2021; Haryati, 2022)

The city of Surabaya population continues to change from time to time. <sup>26</sup> Based on data from the Population and

Civil Registration Service (Dispendukcapil) updated until December 13, 2021 as shown in Table 1, The population of Surabaya City in 2020 is 2,971,300 people, consisting of 1,474,330 people (49.62%) men and 1,496,970 people (50.38%) women. When compared to the population of East Java Province which reached 40.67

million people in 2020, the proportion of Surabaya City population reached 7.30%. This is a very high proportion, because if taken on average from the total population of East Java Province, then per regency / city the population is 1.07 million people (note: in East Java Province there are 38 districts / cities) (BPS Kota Surabaya, 2021)

Table 1 : The Number of Surabaya City Population by Gender 2011-2020

Year	Man	Woman	Total
2011	1,517,341	1,506,978	3,024,319
2012	1,566,072	1,559,504	3,125,576
2013	1,602,875	1,597,579	3,200,454
2014	1,430,985	1,422,676	2,853,661
2015	1,473,640	1,469,888	2,943,528
2016	1,507,474	1,509,179	3,016,653
2017	1,534,438	1,540,445	3,074,883
2018	1,541,738	1,552,994	3,094,732
2019	1,570,539	1,588,404	3,158,943
2020	1,474,330	1,496,970	2,971,300

Source : (BPS Kota Surabaya, 2021)

Based on the data in table 1, the condition of the population in the city of Surabaya has experienced unique and dynamic changes. Many factors trigger these changes, including birth and death factors, urbanization factors or residents moving in and moving out. The rapid development of development in all fields that occur in the city of Surabaya has triggered urbanization (Haryati, 2022; Indahri, 2017). This forced the Surabaya

City government to innovate as an effort to maximize public services in the field of population administration.

In Surabaya City through Surabaya City Regional Regulation Number 6 in 2019 concerning the Implementation of Population Administration, Mayor Eri Cahyadi, ST, MT directing the Population and Civil Registration Office of the city of Surabaya to develop their

Population Administration Service Innovation<sup>33</sup> in order to provide optimal services for the people of Surabaya (Fadilah & Maesaroh, 2020). In accordance with the Vision of Dispendukcapil Surabaya City, namely: “ Terwujudnya data Penduduk yang akurat serta masyarakat yang sadar dan tertib Administrasi Kependudukan”<sup>17</sup> (*Disdukcapil Kota Surabaya – Website Resmi Dinas Kependudukan Dan Pencatatan Sipil Kota Surabaya*, n.d.)

Various administrative services, such as E-KTP services, birth certificates, land certification, death certificates, and licenses, are services provided by dispendukcapil to guarantee the basic rights and needs of citizens. E-KTP and birth certificate are very important documents in everyday life because the existence of these two objects concerns the identity of citizens, existence and other civil rights. But in the field, there are several problems that are often encountered and often become public complaints when the Mayor visits the coastal area, precisely in the Pegirian Village area.

Not all Surabaya residents have birth certificates and e-ID cards. From data in 2019, the population of Surabaya City amounted to 3,141,921 people. Those who are required to have ID cards

are only 2,344,098, KTP holders are 1,992,149 people, who have not had ID cards 351,949 people. The same is the case with Birth Certificates where only 1,421,038 people who have them and those who do not have birth certificates totaled 1,720,883 people (Badan Perencanaan Pembangunan Kota Surabaya, 2017). Facilities and Infrastructure that have dependence on the State Budget. This arises when the region follows the rules UU. No. 24 Year 2013 chapter 87A which states that funding for the implementation of population administration programs and activities covering physical and non-physical activities, both Provincial and Regency / City is budgeted in the state budget.

Of all these services, it is certainly very important and part of public services that must be held by the state, especially in the city of Surabaya. Dispendukcapil finally issued a new innovation in serving the community, namely by launching *E-LAMPID* which aims to make it easier for people to take care of their own Population Administration (Bima & Wibowo, 2020). Initially, this website-based Public Service was used in collecting public population administration data to make it easier to organize and store large

amounts of data (Dinda et al., 2021). However, along with the development of the use of *E-LAMPID*, there are still many shortcomings that actually become criticism of Disdukcapil. For example, when many incoming data requests make the *main server* of this *website* disrupted (Putri et al., 2022). (Fadilah & Maesaroh, 2020) (Fadilah & Maesaroh, 2020) (Ardilia, 2023; Kurnia Firmansyah & Roisul Basyar, 2023). It still cannot be used through mobile devices or mobile phones. Thus, Disdukcapil Surabaya City updated the service system using a new application to support the quality of population administration services called *Klampid New Generation*. *Klampid New Generation* can be accessed through the website or mobile phone and is already available on the playstore (Dias Fidiyanti & Ismail, 2023; Kurnia Firmansyah & Roisul Basyar, 2023). *Klampid New Generation* makes it easier for people to apply for residency as needed, but there is a note about the update of data from *E-LAMPID* which must be re-entered into *Klampid New Generation* so that previously unresolved application data in *E-LAMPID* can be processed again at *Klampid New Generation*.

This research contributes to how to optimize the implementation of *E-Government* implementation in

Pegirian Village as well as the inhibiting and supporting factors in the running of Population Administration Service activities in Pegirian Village.

## METHOD

This article uses a qualitative approach that emphasizes the research process inductively. Inductive process according to Becker et al., (2012) characterized by the description of phenomena, attention to context analysis, and extracting research data from the point of view of research participants. Data collection in this study by conducting literature studies and in-depth interviews. The results of the interview become primary data which together with secondary data are analyzed. The determination of the location of the study was considered based on a literature study that showed many community complaints from Pegirian Village. The selection of informants uses the purposive sampling method, which is a technique for determining research subjects based on relevance to the research questions asked with the role and position of informants. Interviews were conducted with stakeholders dealing with the population administration of Pegirian Village. The research informants came from Semampir sub-district, Lurah, RW Head and RT



Head as well as several people domiciled in Pegirian sub-district.

The focus of this research is the function of "KLAMPID NEW GENERATION" to serve the community in terms of population administration in accordance with the services formulated in the research sub-focus in the following matters :

1. Implementation of *E-Government* implementation in Pegirian Village;

2. Information and Communication Technology Media used in the process of population administration services by Pegirian Village Employees;

3. Various forms of administrative services in the application and communication that have been used as tools for Pegirian Village Employees;

4. Inhibiting and supporting factors in the running of Population Administration Service activities in Pegirian Village.

## RESULTS AND DISCUSSION

This Kalimasada program is an idea launched by the Surabaya City Population and Civil Registration Office based on Peraturan Walikota Surabaya Nomor 10 Tahun 2022 Tentang Tata

Cara Penyelenggaraan Administrasi Kependudukan. Kalimasada is one of the programs of the Surabaya City Population and Civil Registration Office in pioneering the creation of an orderly environment or village of Population Administration by increasing the number of people who are aware of Population Administration. The RTs have been appointed and assigned users covering 39 services.

### a. Implementation of *E-Government* in Pegirian Village.

The implementation of the Klampid New Generation (KNG) program in Pegirian Village, Surabaya City has indeed brought many conveniences to the community and also village employees in terms of population management and civil registration. Data collection was carried out using a descriptive method by means of direct interviews with village and community officials. To see the extent of the effectiveness of the Klampid New Generation (KNG) program. This can be shown by public results during the study. The results of the field findings above related to the awareness of the people of Pegirian Village in the orderly population administration are very high. Before the service at the RW and Kalimasada halls, the Pegirian village community did not understand the

administration very well, for example, many people had not renewed their barcoded Family Cards and reported deaths. Students conducted an interview with one of the administrative staff at Pacar Kembang Village regarding the use of previous services with Klampid New Generation (KNG) services, the effectiveness and optimization of the use of Klampid New Generation (KNG), that the use of Klampid New Generation (KNG) has been very effective and optimal because the application can quickly be 1 day so that applicants do not have to wait long.

#### **b. Information and Communication Technology Media**

Klampid New Generation (KNG) is a website created by the Surabaya City Government that is used by the government that can improve government performance and meet public expectations of the government. And population data management for Surabaya residents can now be done *online* through the Klampid Surabaya website. However, residents need to register for Klampid Surabaya first to be able to take care of population data on the site. Klampid Surabaya is the official website of the Population and Civil Registration Office of the City of

Surabaya, East Java (Disdukcapil). This site is dedicated to assisting with online population administration, including marital status, birth, death, coming, and moving. Terms & conditions are agreements between the applicant and the Surabaya City Population and Civil Registration Office which contains a set of regulations governing the rights, obligations, responsibilities of the applicant and the Surabaya City Population and Civil Registration Office, as well as procedures for using the Surabaya City Population and Civil Registration Service system as follows :

1. The applicant is a resident of Surabaya City who will apply for services for the issuance of residence documents.

2. Population Documents are all types of documents resulting from applications issued by the Surabaya City Population and Civil Registration Office.

#### **c. Administrative services on application and communication**

With the existence of the Village Office, it can provide convenience for the community in meeting their needs in administration within the scope of the village or kelurahan. Various activities in government-related fields. All and held at the village office. The following



services are available at the Pegirian Village Office related to Population Administration Services: (1) General Services, (2) Population Data Update, (3) Civil Registration, (4) Resident Registration, (5) Certificate of Domicile.

Services available on the website of the Surabaya City Population and Civil Registration Office include: (1) Application for issuance of birth certificate, (2) Application for issuance of death certificate, (3) Application for issuance of marriage certificate, (4) Application for moving in.

1. An application for the issuance of a birth certificate is an application submitted by an applicant that aims to register a birth so that the applicant obtains a birth certificate citation document.
2. An application for issuance of a death certificate is an application filed by an applicant for the purpose of registering death until the applicant obtains a death certificate citation document.
3. An application for the issuance of a marriage certificate is an application submitted by an applicant with the aim of registering a marriage so that the applicant obtains a marriage certificate document.
4. The application for moving back is an application submitted by an

applicant who comes from outside the city of Surabaya who will be domiciled in the city of Surabaya so that the applicant gets a family card residence document with a domicile address in Surabaya.

#### **d. Inhibiting and supporting factors**

##### **1. Communication**

Communication is very important in the application of Kalimasada, Pegirian Village must build good information for informants by providing clear and accurate information delivery. The implementation of the Kalimasada program in Pacarkembang Village can be said to be smooth and has achieved quite good results. The community's response regarding the existence of Kalimasada is that the community has received quite clear information from the village employees and the community does not feel confused regarding the registration of the Klampid New Generation (KNG) account. The community is satisfied with the information provided by village employees to the community. The community believes that the communication of village employees to the community is considered good enough, the explanation related to Klampid New Generation (KNG) itself

is clear. However, the delivery of information about Klampid New Generation (KNG) to the community is still lacking because not all people know about this program even though the village has conducted socialization on RT and RW.

## 2. Teamwork

Teamwork is very important in the world of work. Without reliable teamwork, it will be very difficult for an agency to develop and achieve its vision and mission. Teamwork is a form of cooperation in groups that are managed and carried out by a group of people who have different expertise who are members of one organization to be able to improve cooperation and communication so as to achieve common goals. Teamwork is an activity that is managed and carried out by a group of people who are members of 1 organization. Teamwork can improve cooperation and communication, usually teamwork is an organization that has different expertise so that it is used as a strength in achieving goals. The ability to utilize available resources will also affect the success of the policy implementation process. Without the support of adequate human resources, financial resources and time resources, of course, a policy will not work as

desired. The Klampid New Generation (KNG) program is a program implemented by the Surabaya City Government. The Klampid New Generation (KNG) application was created by the Surabaya City Communication and Information Office and submitted to the Surabaya City Population and Civil Registration Office as its user. Then by Dispendukcapil forwarded to all Kelurahan in Surabaya City to make it easier for people to reach it. Kelurahan is the spearhead of the success of the Klampid New Generation (KNG) program, because the village is the party delegated by Dispendukcapil as the implementer and is the implementer closest to the community. The village must also coordinate with local RTs and RWs to forward information related to Klampid New Generation (KNG) to its residents. To achieve the success of the Klampid New Generation (KNG) program, of course, it does not only prioritize human resources, but other resources such as financial resources, Government and Public Service Offices say that urban villages only receive machines and prints.

## Knowledge Related to Kalimasada Services

This research was conducted as an effort to optimize government public

services in Pegirian Village. This research is the result of assistance in the use of kalimasada as an effort to optimize public services. Therefore, it is necessary to start with socialization to provide information about the importance of Public Service Standards in Surabaya City Government. The Pegirian Village Office in carrying out the optimization of the Klampid New Generation (KNG) program always strives to be consistent and improve its implementation so that the community can be facilitated by the program. It can be seen from the decreasing number of public visits to the Surabaya City Disdukcapil office itself because many people themselves already understand about the existence of online services through the Whatsapp application and through the available Website. Maximizing the purpose of the presence of the Klampid New Generation (KNG) program is to improve the quality of population administration services and also increase the target of issuing population documents in the city of Surabaya. These things are certainly evidence of the benefits obtained from the development of online population administration services through the Klampid New Generation (KNG) program.

The quality of population administration services is assessed from the achievements obtained by Disdukcapil in printing a population document, innovation and activity of service programs and the level of community satisfaction. In its implementation through the Klampid New Generation (KNG) program is classified as successful and it is in accordance with the maximization of the objectives of optimizing the Klampid New Generation (KNG) program. The Pegirian Village Office makes population administration service procedures through the Klampid New Generation (KNG) program in such a way that it can run effectively.

The use of technology is important to support the running of service procedures in the Klampid New Generation (KNG) program because services are carried out online. Given that the Klampid New Generation (KNG) program is a population administration service carried out online, there are several supporting resources that must be considered in its implementation. The internet is the most important support in online services. However, in its implementation, the network becomes an obstacle that hinders both weather and limited access. The purpose of creating the Klampid

New Generation (KNG) program is to minimize the time needed in the process of issuing population documents. If the community has met the requirements that have been listed on the brochure and website of Klampid New Generation (KNG), then the document can also be immediately created and printed which then the community can also immediately take the document. Disdukcapil Kota Surabaya created a website whose one of the goals is to carry out population administration services. On the website, the appearance has been made so that people can easily understand and understand what files are needed in making a population document. This shows that online services are not difficult and do not take much time if properly understood how the implementation procedure is. In this case, the minimization of goals has succeeded in optimizing the Klampid New Generation (KNG) program.

## CONCLUSION

The optimization of the Klampid New Generation (KNG) program for population administration services by the Surabaya City Population and Civil Registration Office has not been going well, because in the three dimensions of optimization there are still shortcomings and some objectives of optimization

have not been achieved by the Surabaya City Disdukcapil. There are several obstacles experienced in this optimization process, namely the need to adjust facilities and infrastructure to current service needs, lack of public understanding of the "Klampid New Generation" Application and online population administration services, and lack of facilities owned by the community.

There are also the following suggestions that can be optimized again in the future in the Kalimasada Program in Pegirian Village according to the community's assessment of the use of the "Klampid New Generation" Application as follows:

1. The community is satisfied with community population administration services such as personal needs so that people use applications, facilitate efficient services, effectiveness and transparency with Klampid New Generation (KNG) services.
2. In addition to online services, there are still *offline* services that can be accessed directly through the village for those who do not understand technology or are elderly (Elderly), besides that the village also holds night services at the village RW hall every 1 week.
3. The running of public services through the Klampid New Generation (KNG)

application well, so that the Population and Civil Registration Office needs to produce breakthroughs or updates again so that services are maximized and optimal and the community experiences its own satisfaction.

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# Optimization of KALIMASADA Program Through "KLAMPID NEW GENERATION" Application in Surabaya City

## ORIGINALITY REPORT

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